

GOVERNMENT OF ANDHRA PRADESH
ABSTRACT

Civil Supplies Department – Introduction and implementation of Citizen's Charter in the Departments having large public interface – Introduction of Citizen's charter in Civil Supplies Department – Orders – Issued

CONSUMER AFFAIRS, FOOD AND CIVIL SUPPLIES (CS.I) DEPARTMENT

G.O. Ms. No.25

Dt. 20-09-2013
Read the following:

1. Director General, Centre for Good Governance, DO Lr. No. CGG/ Citizen Charters /2013-14, dt.05.03.2013
2. G.O. Ms. No. 325, General Administration (GPM &AR) Dept, dt. 30.04.2013

ORDER:

In the reference 2nd read above, Government have issued orders for introduction and implementation of Citizen's Charter in the Departments having large interface and among other Departments, Civil Supplies Department has been selected for implementation of Citizen's Charter across the state

2. Keeping in view instructions guidelines issued in the references read above, after having consultation with Centre for Good Governance and after discussions in the work shop held with Stake holders, the Civil Supplies Department has prepared a Citizen's Charter, and annexed to this order.

3. After careful examination of the matter, Government hereby approve the Citizen's Charter for Civil Supplies Department for implementation in Civil Supplies Department across the State.

4. The Commissioner of Civil Supplies, A.P., Hyderabad is requested to take necessary action for implementation of Citizen's Charter in Civil Supplies Department and take further action in the matter as per the instructions issued in the reference 1st read above.

(BY ORDER AND IN THE NAME OF THE GOVERNOR OF ANDHRA PRADESH)

SUNIL SHARMA
EX-OFFICIO SECRETARY TO GOVERNMENT

To
The Commissioner of Civil Supplies, A.P., Hyderabad
All the Collectors / Collectors (CS)
The Chief Rationing Officer, Hyderabad
Copy to the GA (GPM & AR) Department
Copy to the Director General, Centre for Good Governance, Hyderabad
SF/ Spare.

// FORWARDED:: BY ORDER //

SECTION OFFICER

Annexure to G.O.Ms. No.25, CA, F&CS (CS.I) Dept., Dated. 20.09.2013



Citizen's Charter

Commissioner of Civil Supplies

Civil Supplies Bhavan
Somajiguda, Hyderabad – 500 082

www.apcivilsupplies.gov.in

Citizen's Character

About the department

The Commissioner of Civil Supplies is responsible for distribution of essential commodities like rice, wheat, sugar, kerosene, palmolen oil and red gram dal through Fair Price Shops (FPSs) under the Public Distribution System (PDS) to the people of Andhra Pradesh at a subsidized rate. Its other responsibilities including issuing of computerized cards, dealing with Consumer Affairs, Monitoring of prices of essential commodities, distribution of LPG connections to BPL women (Deepam Scheme), and enrolment of citizens of the state under the UID (Aadhaar). Besides distribution of essential commodities, the Commissioner is also responsible for procurement of food grains under Minimum Support Price (MSP).

Consumer protection and welfare are also key responsibilities of the Commissioner of Civil Supplies.

The functions of the Commissioner include:

- Enforcement of provisions of the Essential Commodities Act and the control orders under the same. The provisions relate to all aspects like movement, milling, stocks, storage, price, procurement, distribution etc. the Commissionerate has licensing and regulation functions under these.
- Maintenance of public distribution system and food security.
- Price support to farmers through implementation of MSP.
- Implementation of Policies for procurement of paddy, coarse grains and pulses at MSP by agencies like FCI, AP State Civil Supplies Corporation, IKP groups etc. Decentralized Procurement and distribution of essential commodities through Public Distribution System.
- Ensures Procurement of rice under mill levy and monitors storage, movement and sale of Levy free eligibility by Millers.
- Evolves policy for issue of ration cards, allotment of Deepam connections to the women members of the families belong to BPL, AAY and ANP etc.
- Oversees all matters connected with the allotment, lifting, movement and supply of essential commodities by the AP State Civil Supplies Corporation Ltd.
- Monitoring of prices of essential commodities and Market Intervention Operations for controlling the open market prices, if need arises.
- Organizes enrolment of people under Aadhaar as Registrar in the State for Aadhaar Project.

- Implements Consumer Protection Act through State Commission and District Consumer For a and other Consumer Welfare Schemes.
- Arranges Consumer awareness through Consumer Clubs, Consumer Voluntary Organisations, Seminars, Workshops and World and National Consumer Rights Days every year.
- **Monitoring of execution of** various Control Orders issued under the Essential Commodities Act, 1995 for checking against hoarding, black marketing, diversions, etc. of essential commodities like food grains, pulses, edible oils, Petroleum Products viz. kerosene, LPG, Petrol and Diesel etc.
- As convener arranges the meetings of the Price Monitoring Committee under the Chairmanship of the Chief Secretary and the Group of Ministers periodically.
- Takes measures to ensure that the Departments concerned with various essential commodities taken action to undertake Market Intervention purchases wherever necessary to make them available to the consumers at affordable prices in the open market.
- Arranges payment of Subsidies to the AP State Civil Supplies Corporation for supply of Rice, Palmolien Oil and Red Gram Dal, and to the PSU Oil Companies towards subsidy of Rs.25 per 14.2 kg. LPG Cylinder on supply to the Domestic LPG consumers in the State and the security deposit for Cylinder & Regulator to the PSU Oil Companies for release of Deepam Connections.

Organizational Hierarchy

The administrative wing at the Commissionerate level has the following hierarchy.

1. Commissioner of Civil Supplies
2. Director of Civil Supplies
3. Additional Director / Joint Director / Deputy Directors

The Districts and field level hierarchy is as follows:

1. Districts Collector
2. Joint Collector
3. District Supply Officer
4. Assistant Supply Officer
5. Revenue Divisional Officer
6. Tahsildar

- Vision:** To see a food secured Andhra Pradesh where all citizens have access to food grains and other essential commodities, and other related services; and where the farmers are ensured of Minimum Support Price for their farm products.
- Mission:** To ensure availability of all essential commodities to the people of the state through Public Distribution System; while ensuring Minimum Support Price

to the farmers, controlling price through market intervention, and reducing the related public grievances.

iii. Main Services offered by the Commissionerate of Civil Supplies

The major services delivered by the Commissionerate of Civil Supplies include:

- Issuances of ration cards and other related services.
- Delivery of essential commodities under Public Distribution System through Fair Price Shops.
- Procurement of paddy at MSP.
- Licensing of food grains dealers (both retail and wholesale) and the petroleum products (diesel, petrol and LPG) dealers through the authorities empowered under relevant control orders.

Sl. No.	Service	Service Standard			Contact details of Service Delivery Officer	Contact details of Grievance Redress Officer	
		Procedure	Time Frame	Documents to be required at the time of application			Fee (in Rs.)
A. Ration Card Related Services: Four such services like 1) transfer of cards from one place to another, 2) name correction, 3) Date of Birth / age correction, and 4) issue of duplicate ration card are now offered through Mee-Seva centres.							
1	Transfer of cards from one place to another	<div>Submission of application at Mee Seva counter</div> <div>No specific form to be applied in formal application only.</div> <div>Inquiry</div> <div>Approval of Tahsildar / Assistant Supply Officer and delivery to citizen</div> <div>Total Time</div>	16 days	<div>Any proof like</div> <div>i) Electricity Bill, ii)Municipality Bill iii)Bank Pass Book iv)Telephone Bill in support of new place or residence to which place transfer sought. v)Aadhaar card if none of them available, a letter from the neighbor in respect of the house owner of the rented house along with his ration card number or aadhaar if available. vi. Voter ID card vii. LPG refill bill viii. Passport</div>	Rs.50/- (Rs.35/- at time of submission and Rs.15/- at time of getting card)	<div>Tahsildar (Rural areas)</div> <div>Assistant Supply Officer (Hyderabad, Vijayawada, Visakhapatnam, Tirupati, Ranga Reddy and Kurnool Urban area)</div>	<div>Sub-Collr/ Revenue Divisional Officer / District Supply Officers, Hyderabad / Visakhapatnam (Urban)</div>

2	Name Correction	Submission of application at Mee Seva counter	21 days	i) Electricity Bill, ii) Telephone Bill, iii) Aadhaar Card, iv) School Register Extract v. Voter ID card vi. Passport if any if none of them is available, self declaration	Rs.50/- (Rs.35/- at time of submission and Rs.15/- at time of printing.)	Tahsildar (Rural areas) Assistant Supply Officer (Hyderabad, Vijayawada, Visakhapatnam, Tirupati, Ranga Reddy and Kurnool Urban area)	Sub-Collector / Revenue Divisional Officer / District Supply Officer (Hyderabad / Visakhapatnam (Urban))
		No specific form to be applied in formal application only.					
		Inquiry					
		Approval of Tahsildar / Assistant Supply Officer and delivery to citizen					
		Total time					
3	Date of Birth / Age Correction	Submission of application at Mee Seva counter	16 days	i) Gram Panchayat or Local Body's Certificate ii) Birth Certificate (issued by competent authority). iii) School Certificate iv) Govt. Doctor's Certificate v. Pass port	Rs.50/- (Rs.35/- at time of submission and Rs.15/- at time of printing.)	Tahsildar (Rural areas) Assistant Supply Officer (Hyderabad, Vijayawada, Visakhapatnam, Tirupati, Ranga Reddy and Kurnool Urban area)	Sub-Collector / Revenue Divisional Officer / District Supply Officer (Hyderabad / Visakhapatnam (urban))
		No specific form to be applied in formal application only.					
		Inquiry					
		Approval of Tahsildar / Assistant Supply Officer and delivery to citizen					
		Total time					
4	Issue of Duplicate Ration Card	Submission of application at Mee Seva counter	16 days	Old Ration Card Number or name & address of the applicant and F.P. Shop No.	Rs.50/- (Rs.35/- at time of submission and Rs.15/- at time of printing.)	Tahsildar (Rural areas) Assistant Supply Officer (Hyderabad, Vijayawada, Visakhapatnam, Tirupati, Ranga Reddy and Kurnool Urban area)	Sub-Collector / Revenue Divisional Officer / District Supply Officer (Hyderabad / Visakhapatnam (urban))
		No specific form to be applied in formal application only.					
		Inquiry					
		Approval of Tahsildar / Assistant Supply Officer and delivery to citizen					
		Total time					

Sl. No.	Service	Service Standard		Contact Details of Service Delivery Officer	Contact Details of Grievance Redress Officer
		Essential Commodities supplied and rate per kg.	Quantity supplied per month		
B. Distribution of essential commodities under Public Distribution System: The essential commodities are distributed through fair price shops during the period from 1st to 15th of the month.					
1.	Anthyodaya Anna Yojana (AAY) (Light Green Card)	Rice @ Rs.1/- per kg.	35 kg, per card	Revenue Divisional Officer (RDO) / Sub – Collector (Rural Areas)	Joint Collector for District and Chief Rationing Officer for Hyderabad.
		Wheat @ Rs.7/- per kg.	10 kg. per card		
		Wheat flour @ Rs.16.50/- per kg.	1 kg. per card (in city areas only)		
		Sugar @ Rs.13.50 per kg.	½ kg. per card	District Supply Officer (Hyderabad district and Visakhapatnam city)	
		Redgram Dal @ Rs.50/- per kg.	1 kg. per card		
		Palmolien Oil @ Rs.40/- per litre.	1 litre per card		
		Tamarind, Turmeric powder, chilli Powder Salt @5-00 per Kg Kerosene Oil @ Rs.15/- per litre	1 litre per card		
2.	Annapurna (Blue Card)	Rice free of cost	10 kg. per card	Revenue Divisional Officer (RDO) / Sub – Collector (Rural Areas)	Joint Collector for District and Chief Rationing Officer for Hyderabad.
		Wheat @ Rs.7/- per kg.	10 kg. per card		
		Wheat flour @ Rs.16.50/- per kg.	1 kg. per card (In city areas only)		
		Sugar @ Rs.13.50/- per kg.	½ kg. per card	District Supply Officer (Hyderabad district and Visakhapatnam city)	
		Redgram Dal @ Rs.50/- per kg.	1 kg. per card		
		Palmolien Oil @ Rs.40/- per liter	1 liter per card		
		Tamarind, Turmeric powder, chilli Powder Salt @5-00 per Kg Kerosene Oil @ Rs.15/- per liter	Municipal Corporation – 4 ltr Municipalities – 2 liter Mandal Headquarters – 2 ltr Rural Areas – 2 ltr Deepam Card Holders – 1 ltr		
3.	APL (Pink Card)	Wheat @ Rs.7/- per kg.	10 kg per card	Revenue Divisional Officer (RDO) / Sub – Collector (Rural Areas)	Joint Collector for District and Chief Rationing Officer for Hyderabad.
				District Supply Officer (Hyderabad district and Visakhapatnam city)	
Note: 1.Distribution of commodities at fair price shops are carried out from 1st to 15th day of every month. 2.The fair price shop dealers shall keep open the fair price shop from 7.00 am to 11.00 am in the morning and from 4.00pm to 8.00pm in the evening on all working days and distribute commodities to the card holders/beneficiaries. If the fair price shop dealer opens the shop on Sunday and distribute commodities, he/she can avail holiday on any other day in the week.					

Sl.No.	Service	Service Standard		Contact Details of Service Delivery Officer	Contact Details of Grievance Redress Officer
		Essential Commodities Supplied and Rate per kg.	Quantity Supplied per month		
4.	BPL (White Card)	9 Essential Commodities @ Rs.185/- under Amma Hastham	Redgram – 1 kg @ Rs.50/- per kg. Palmolien Oil – 1 kg @ Rs.40/- per lit Whole Meal Flour – 1 kg @ Rs.16.50 per kg. Wheat – 1 kg @ Rs.7/- per kg. Iodized Salt – 1 kg @ Rs5.00 per kg. Sugar – ½ kg @Rs.6.75/- per ½ kg. Tamarind – ½ kg @ Rs.30/- per ½ kg. Chili Powder – 100 gm @ Rs.10/- per 100 gm.	Revenue Divisional Officer (RDO) / Sub – Collector (Rural Areas) District Supply Officer (Hyderabad district and Visakhapatnam city)	Joint Collector for District and Chief Rationing Officer for Hyderabad.
		Kerosene Oil @ Rs.15/- per ltr.	Municipal Corporation – 4 ltr Municipalities – 2 liter Mandal Headquarters – 2 ltr Rural Areas – 2 ltr Deepam Card Holders – 1 ltr		
Note: 1.Distribution of commodities at fair price shops are carried out from 1st to 15th day of every month. 2.The fair price shop dealers shall keep open the fair price shop from 7.00 am to 11.00 am in the morning and from 4.00 pm to 8.00 pm in the evening on all working days and distribute commodities to the card holders/beneficiaries. If the fair price shop dealer opens the shop on Sunday and distribute commodities, he/she can avail holiday on any other day in the week. 3. Under Amma Hastham Scheme, the eligible card holders may take all the (9) Commodities or selected commodities from the F.P.Shop Dealers.					

Sl.No.	Service	Service Standard					Contact Details of Service Delivery Officer	Contact Details of Grievance Redress Officer
		Type of Dealer	License Fee (in Rs.)	Documents required to be submitted at time of application	Procedure of application	Time Frame		
C:Issuance of new license / Renewal of License / Issuance of Duplicate License to Wholesale Dealers and Dealers to sale food grains and other Essential Commodities								
1.	Issue of composite license for all scheduled commodities	Wholesale - Retail	3000	i)Application in Form – A as per APSC (LS&R) Order, 2008	Application to District Supply Officer /Assistant Supply Officer / Tahsildar	1 Month	In respect of retail license Tahsildar in Rural Areas / ASOs in Hyderabad, Ranga Reddy, Kurnool, Tirupati, Vijayawada and Visakhapatnam Urban area and District Supply Officers in respect of wholesale-cum-retail and wholesale license	Joint Collector / CRO, Hyderabad / Collector
		Wholesale	15000	As	Inquiry			
		Retail	750	prescribed in Control Order available at DSO's Office / Tahsildar+ Office ii)Challan for License Fee iii)Trade Deposit Composite License Rs.25000 Wholesale Rs.10000 Retail Rs.5000 iv. Last financial year Commercial Tax Dept return v. Photo of the applicant vi.Aadhar number of the applicant	Approval and delivery of license			

2.	Issue of license to Wholesalers Dealers and Retailers of food grains (paddy, rice and pulses and edible oils and oil seeds)	Wholesale	600	i)Application in Form – A as per APSC (LS&R) Order, 2008 As prescribed in Control Order available at DSO's / Tahsildar Office ii)Challan for License Fee	Application to District Supply Officer/ Assistant Supply Officer/ Tahsildar		In respect of retail license Tahsildar in Rural Areas / ASOs in Hyderabad, Ranga Reddy, Kurnool, Tirupati, Vijayawada and Visakhapatnam Urban area and District Supply Officers in respect of wholesale license	Joint Collector / CRO, Hyderabad / Collector
		Retail	300	iii)Trade Deposit Wholesalers Rs.5000 Retailers Rs.25000 iv) Lat financial year commercial tax Dept return v) Aadhar Number vi) Photo of the applicant	Inquiry	1 Month		
					Approval and delivery of license			
3.	Renewal of composite license for all scheduled commodities	Wholesale – cum – retail	800	i)Application Form –A fro renewal of license As prescribed in Control Order Available at DSO's / Tahsildar Office	Application to District Supply Officer / Assistant Supply Officer/ Tahsildar		In respect of retail license Tahsildar in Rural Areas / ASOs in Hyderabad, Ranga Reddy, Kurnool, Tirupati, Vijayawada and Visakhapatnam Urban area and District Supply	Joint Collector / CRO, Hyderabad / Collector
		Wholesale	300	ii)Challan for	Inquiry	1 Month		

		Retail	200	renewal fee iii)Original license issued in Form – B iv) Last year Commercial Tax Dept return v. Photo of the applicant vi. Aadhar of the applicant	Approval and delivery of license		Officers in respect of wholesale-cum-retail / whole-sale	
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	Renewal of license to wholesalers and retailers of food grains (paddy, rice and pulses) and edible oils and oil seeds	Wholesale	200	i)Application Form –A for renewal of license As prescribed in Control Order Available at DSO's / Tahsildar Office	Application to District Supply Officer / Assistant Supply Officer/ Tahsildar Inquiry	1 Month	In respect of retail license Tahsildar in Rural Areas / ASOs in Hyderabad, Ranga Reddy, Kurnool, Tirupati, Vijayawada and Visakhapatnam Urban area and District Supply Officers in respect of wholesale-cum- retail/ whole sale	Joint Collector / CRO, Hyderabad / Collector
		Retail	100	ii)Challan for renewal fee iii)Original license issued in Form - B	Approval and delivery of license			

5.	Issue of Duplicate composite license for all scheduled commodities	Wholesale – cum Retail	1000	i)Application Form –A for renewal of license As prescribed in Control Order Available at DSO's / Tahsildar Office	Application to District Supply Officer / Assistant Supply Officer/ Tahsildar Inquiry	1 Month	In respect of retail license Tahsildar in Rural Areas / ASOs in Hyderabad, Ranga Reddy, Kurnool, Tirupati, Vijayawada and Visakhapatnam Urban area and District Supply Officers in respect of wholesale-cum-retail / wholesale	Joint Collector / CRO, Hyderabad / Collector
		Wholesale	500					
		Retail	300	ii) Challan for Duplicate license iii)Commercial Tax Return of last year iv. Photo of the applicant v. Aadhaar Number of the applicant	Approval and delivery of license			
6.	Issue of duplicate license to wholesalers & retailers of food-grains (paddy, rice & pulses) & edible oils & oil seeds	Wholesale	200	i)Application Form –A for renewal of license As prescribed in Control Order Available at DSO's / Tahsildar Office	Application to District Supply Officer / Assistant Supply Officer/ Tahsildar Inquiry	1 Month	In respect of retail license Tahsildar in Rural Areas / ASOs in Hyderabad, Ranga Reddy, Kurnool, Tirupati, Vijayawada and Visakhapatnam Urban area and District Supply Officers in respect of wholesale-cum-retail / wholesale	Joint Collector / CRO, Hyderabad / Collector
		Retail	100	ii)Challan for Duplicate license iii)Commercial Tax Return of last year iv. Photo of the applicant v. Aadhaar Number of the applicant	Approval and delivery of license			

Sl.No.	Service	Service Standard					Contact of details of Service Delivery Officer	Contact Details of Grievance Redress Officer
		Item	License Fee (in Rs.)	Documents required to be submitted at time of application	Procedure of application	Time Frame		
D: Issue of new license / renewal of license / issue of duplication for sale / purchase / store petroleum products like petrol, diesel, LPG, Auto LPG, kerosene Oil etc., under A.P.Petroleum Products (Licensing & Regulation of Supplies Order, 1980)								
1.	Issue of license	LPG	500	i)Application Form –A for renewal of license As prescribed in Control Order available at DSO's / Tahsildar Office	Application to Collector (CS)/ Chief Rationing Officer, Hyderabad	1 Month	Joint Collector / CRO, Hyderabad / or the Officers authorized by Joint Collector / CRO, Hyderabad.	Collectors other than Hyderabad District. For Hyderabad, Director of Civil Supplies
		Auto LPG	500	ii)Allotment of Dealership Letter from Oli Marketing Compant	Inquiry			
		Petrol or Diesel or any commodity	1000	iii) Challan of payment of License fee	Approval and delivery of license			
		Kerosene (Wholesale)	500	iv)Copy of Explosive License Security Deposits				
		Kerosene (Sub – Wholesale)	250	v. Photograph of the applicant				
				vi. Aadhaar number of the applicant				
			i. LPG, Auto LPG, Petrol, Diesel & other Petroleum products Rs.10,000/- ii.Kerosene (a) Wholesaler Rs.10,000/- (b) Sub-wholesaler Rs.5,000/- Note: Dealers belonging to SC / ST, Physically / Mentally handicapped are exempted from the payment of security dept.					

2.	Renewal of License	LPG	200	i)Application Form –A under APPP(L&RS) Order, 1980	Application to Collector (CS) / Chief Rationing Officer, Hyderabad	1 Month	Joint Collector / CRO, Hyderabad / or the Officers authorized by Joint Collector / CRO, Hyderabad.	Collectors for other than Hyderabad. For Hyderabad, Director of Civil Supplies
		Auto LPG	200	As	Inquiry			
		Petrol or Diesel or any commodity	500	<u>prescribed in Control Order</u>	Approval and delivery of license			
		Kerosene (wholesale)	200	<u>available at DSO's / Tahsildar Office</u>				
		Kerosene (Sub – Wholesale)	100					
				ii)Challan payment of Licence fee				
		iii)Original Licence in Form – B.						
3.	Issue of Duplicate License	LPG	200	i)Application Form –A APPP(L&RS) Order, 1980	Application to District Supply Officer	1 Month	Joint Collector / CRO, Hyderabad / or the Officers authorized by Joint Collector / CRO, Hyderabad.	Collector / Joint Collector / CRO, Hyderabad.
		Auto LPG	200	As	Inquiry			
		Petrol or Diesel or any commodity	200	<u>prescribed in Control Order Book</u>	Approval and delivery of license			
		Kerosene (wholesale)	100	<u>Available at DSO's / Tahsildar Office</u>				
		Kerosene (Sub – Wholesale)	75					
				ii)Challan payment of license fee for Duplicate Licence				

Sl.No.	Service	Service Standard					Contact Details of Service Delivery Officer	Contact Details of Grievance Redress Officer
		Type of Dealer	License Fee (in Rs.)	Documents required to be submitted at time of application	Procedure of application	Time Frame		
E. Issue of authorizations to the F.P.Shop dealers who selected by the concerned appointing authorities under AP State (PDS) Control Order, 2008								
1	F.P. Shop Authorizations	F.P. Shop Dealer	F.P.Shops issue of authorisation : Rs.500/- For Renewal of authorisation : Rs.250/- For Issue of duplicate authorisation : Rs.50/- Security Deposit: F.PShop Dealer for Urban Rs.7500/ - and rural area Rs.5000/- In respect of NR's/ Hawkers in Urban area Rs. 1500/- and Rs.1000/- in rural area	i. Application in Form-I ii. Authorization fee through challan iii. Trade Deposit - Demand Draft in favour of APSCSCLtd iv.Passport Size Photos- 2 Nos. v.Qualification certificate vi.Age proof vii.Caste certificate in respect of reserved candidates	On Selection as FP Shop Dealers, application to the Sub-Collector / Revenue Divisional Officers in respect of rural area and District Supply Officer in respect of Hyderabad / Viskhapatnam (urban area)	21 days	Sub-Collector / Revenue Divisional Officers in respect of rural area and District Supply Officer in respect of Hyderabad / Visakhapatnam (urban area)	Joint Collectors / Chief Rationing Officer, Hyderabad

Sl.No.	Service	Service Standard	Documents required	Contact details of Service Delivery Officer
F: Minimum Support Price (MSP) : 1st October to 31st December for Khariff Season and 15th March to till 31st July for Rabi Season However the make – shift paddy procurement centers can be continued beyond this period depending upon the need.				
1.	Establishment of make – shift paddy procurement centers during Khariff marketing season	i)Minimum Support Price (MSP) operations undertaken to prevent them from making distress sale. ii)For getting MSP the paddy should conform to the specifications as indicated below: Refractions Maximum Limit% Foreign matter a)Inorganic 1.0 b)Organic 1.0 Damaged, discolored, sprouted and 4.0 Weeviled grains Immature, Shrunken and 3.0 Shrivelled grains Admixture of lower class 7.0 Moisture content 7.0	i)Pattadara Pass Book ii)Letter from the Village Revenue Officer about paddy produced by the farmer in his land.	Joint Collectors / District Supply Officers / District Managers of APSCSC Ltd/Tahsildars

V. Grievance Redress Mechanism

Services	Name and contact details of Grievance Officer	Helpline number/Website url to lodge grievance	Timeframe for response	Timeframe for redress
For ration card related issues	Joint Collector in districts and Chief Rationing Officer in Hyderabad.	--	3 days	14 days
For distribution of essential commodities under PDS	Collector in the districts and Director of Civil Supplies in respect of Hyderabad.	--	3 days	7 days
For Issue of new license / renewal of license / issue of duplicate license to wholesalers to sale food grains and other essential commodities.	Collectors other than Hyderabad and for Hyderabad, Director of Civil Supplies.	--	3 days	7 days
For Issue of new license / renewal of license / issue of duplicate license to retailers to sale food grains and other essential commodities.	Collectors other than Hyderabad and for Hyderabad, Director of Civil Supplies.	--	3 days	7 days
For Issue of new license / renewal of license / issue of duplicate license to wholesalers and retailers to sale/purchase / store petroleum products	Collectors other than Hyderabad and for Hyderabad, Director of Civil Supplies.	--	3 days	7 days
Issue of authorization to FP Shop Dealers	Collectors other than Hyderabad and Chief Rationing Officer for Hyderabad		3 days	7 days
Implementation of the MSP	Collectors concerned	--	3 days	7 days

vi. Facilities available to citizens for obtaining information

The Department has a website at which details of major activities of this department, list of wings under the department and contact details of all key officers are available.

Sl.No.	Items	Name	Email	Phone
1	Assistant Public Information Officer under the RTI Act, 2005	Sri S. Krupanandam	dydir_mc_cs@ap.gov.in	8008301387 (Mobile)
2	Public Information Officer under the RTI Act , 2005	Sri G. Ravi Babu, IAS, Director	apciv@ap.nic.in dc_s@ap.gov.in	040-23312015
3	Appellate Authority (AA)	Sri Sunil Sharma, IAS, Commissioner	apccs@ap.nic.in commr_cs@ap.gov.in	040-23310617, 23310462
4	Commissioner	Sri Sunil Sharma, IAS, Commissioner	apccs@ap.nic.in commr_cs@ap.gov.in	040-23310617, 23310462
5	Departmental website	www.apcivilsupplies.gov.in		

vii. Stakeholders

Sl.No.	Stakeholders	Relation with Stakeholders
1	Citizen	Service Provider
2	Tahsildar (Revenue)	Service Provider
3	Oil Marketing Companies	Licensing / Regulating authority
4	Fair Price Shop Owners / dealers	Licensing / Regulating authority
5	Wholesalers and retailers of food grains	Licensing / Regulating authority
6	Millers	Regulating Authority
7	Consumer Courts	Quasi Judicial Authority
8	AP Civil Supplies Corporation	Service Provider
9	FCI	Service Provider
10	Marketing Federation	On request Service Provider
11	Self Help Groups	Service Provider

viii. Responsibility Centres and Subordinate Organizations

Sl.No.	Responsibility Centre/Subordinate Organisations	Name of Officer	Landline number	Mobile Number	Email	Address
1	AP Civil Supplies Corporation	VC & MD	040 23310973	--	md_apscsc.gov.in	Civil Supplies Bhavan, Somajiguda, Hyderabad.
2	Fair Price Shops	Available with the RDOs / DSOs concerned.				
3	FCI	General Manager – Region	040 23234842		srmfciap@nic.in	3 rd floor, HACA Building, Opp. Assembly, Hyd.
4	Marketing Federation	Managing Director	040 23235207		Mdmarkfed@gmail.com	Parishrama Bhavan, Basheerbagh, Hyd.

ix. Indicative expectations from service recipients

Sl.No.	Indicative expectations from service recipients
1	Submitting duly completed application forms in all respects
2	Submitting relevant documents/ enclosures if any along with the application
3	Adhering to the time lines stipulated (if any) for completion of formalities for the service delivery
4	Keeping proper records of your letters and communications with the department
5	Fair Price Shops should maintain proper records

x. Month and Year for the next review of the Charter

This Citizen's Charter will be revised after one year or whenever there is change in policy, whichever is earlier.

Annexure

Annexure – 1 Contact details of Joint Collectors

Sl.No.	Name of Office / Administrative Unit	STD Code	Phone No.	Name / Designation of Appellate Authority
1	ADILABAD	08732	226557(O)	Smt Sujatha Sharma, I.A.S.
2	ANANTHAPUR	(08554)	275594(O)	Sri S Satyanarayana, I.A.S.,
3	CHITTOOR	(08572)	241250(O)	Sri Vadarevu Vinay Chand, I.A.S.
4	EAST GODAVARI	(0884)	2361700(O)	Sri R.Mutyala Raju, I.A.S.,
5	GUNTUR	(0863)	2241475(O)	Sri B Muralidhar Reddy, I.A.S.
6	CRO, HYDERABAD	(040)	23447777(O)	Dr. M.Padma, I.A.S.,
7	KADAPA	(08562)	244548(O)	Smt K Nirmala, I.A.S.
8	KARIMNAGAR	(0878)	2240749(O)	Sri H.Arun Kumar, I.A.S.
9	KHAMMAM	(08742)	2224174(O)	Sri. K.Surendra Mohan, I.A.S.
10	KRISHNA	(08672)	252601(O)	Smt P.Usha Kumari,I.A.S.
11	KURNOOL	(08518)	220328(O)	Sri K.Kanna Babu, I.A.S
12	MAHABUBNAGAR	(08542)	242459(O)	Sri L. Sharman, I.A.S.
13	MEDAK	(08455)	276426(O)	Dr. A. Sharat, IAS
14	NALGONDA	(08682)	244509(O)	Dr. M. Hari Jawaharlal, I.A.S.
15	NELLORE	(0861)	2331644(O)	Sri B.Laxmi Kantham,IAS
16	NIZAMABAD	(08462)	232051(O)	Sri K Harshavardhan, IAS
17	PRAKASAM	(08592)	232815(O)	Sri K.Yakub Naik, I.A.S.,
18	RANGA REDDY	(040)	23235830(O)	Sri M.V.Reddy, I.A.S Sri Champa Lal, I.A.S
19	SRIKAKULAM	(08942)	222479(O)	Sri P. Bhaskara, IAS
20	VISAKHAPATNAM	(0891)	2565252(O)	Sri Pravin Kumar, IAS,
21	VIZIANAGARAM	(08922)	276658(O)	Smt P A Shobha, I.A.S,
22	WARANGAL	(0870)	2510888(O)	Sri P.S Pradyumna, I.A.S.,
23	WEST GODAVARI	(08812)	230471(O)	Sri T Babu Rao Naidu, I.A.S.

Sl.No.	Name of Office / Administrative Unit	Name & designation	Office Tel: Residence Tel : Fax	Email
1	O/o CRO, Hyd. and 9 Asst.Supply Offices in city	Sri M. Rajasekhar, District Supply Officer	23447770(O)	dso_cs_hyd@ap.gov.in
2	D.S.O. Adilabad	D.Vasanth Rao, District Supply Officer	226656 (O)	dso_adb@ap.gov.in
3	D.S.O. Anantapur	T. Santha kumari, District Supply Officer	275805 (O)	dso_atp@ap.gov.in
4	D.S.O. Chittoor	G.Vijaya Rani, District Supply Officer.	240869 (O)	dso_ctr@ap.gov.in
5	D.S.O. Cuddapah	T.Prabhakar Rao , District Supply Officer	244437 (O)	dso_cdp@ap.gov.in
6	D.S.O. E.G.	V Ravi Kiran, District Supply Officer	2378461(O)	dso_eg@ap.gov.in
7	D.S.O. Guntur	K Raviteja Naik, District Supply Officer	2235477(O)	dso_gnt@ap.gov.in
8	D.S.O. Karimnagar	B Chandra Prakash, District Supply Officer	2242523 (O)	dso_kmnr@ap.gov.in
9	D.S.O. Khammam	M.Gouri Shankar District Supply Officer	223082 (O)	dso_kmm@ap.gov.in
10	D.S.O. Krishna	P.B.Sandhya Rani, District Supply Officer	252493(O)	dso_krisn@ap.gov.in
11	D.S.O. Kurnool	T.Venkateshwarlu District Supply Officer	277504(O)	dso_knl@ap.gov.in
12	D.S.O. Mahabubnagar	Syed Yaseen, District Supply Officer	242821(O)	dso_mbnr@ap.gov.in
13	D.S.O. Medak	B.Yesuratnam, District Supply Officer	276351(O)	dso_mdk@ap.gov.in
14	D.S.O.Nalgonda	G.Nageswara Rao, District Supply Officer	244396(O)	dso_nlg@ap.gov.in
15	D.S.O. Nellore	G Uma Maheswar Rao District Supply Officer	2331262(O)	dso_nlr@ap.gov.in
16	D.S.O.Nizamabad	M. Kondal Rao., District Supply Officer	221253(O)	dso_nzbd@ap.gov.in
17	D.S.O. Prakasam	Smt.K.Ranga Kumari, District Supply Officer	233789(O)	dso_pksm@ap.gov.in
18	D.S.O.Rangareddy	B Narasimha Reddy, District Supply Officer	23399639(O)	dso_rr@ap.gov.in
19	D.S.O. Srikakulam	Ch.Anand Kumar, District Supply Officer	240563(O)	dso_sklm@ap.gov.in
20	D.S.O. Visakhapatnam(city)	N.Jwala Prakash, District Supply Officer	2563121 (O)	dso_vsku@ap.gov.in
21	D.S.O. Visakhapatnam (R)	K.Nirmala Bai, District Supply Officer	2565854 (O)	dso_vskr@ap.gov.in

22	D.S.O. Vizianagaram	T Shanti Raju, District Supply Officer	274149(O)	dso_vznm@ap.gov.in
23	D.S.O. Warangal	A.Usha Rani, District Supply Officer	2511210(O)	dso_wgl@ap.gov.in
24	D.S.O. West Godavari	D.Sivasankar Reddy, District Supply Officer	230982(O)	dso_wg@ap.gov.in

Sl.No.	Name of Office / Administrative Unit	Name & designation	Office Tel: Residence Tel : Fax	Email
1	Office of the Assistant Supply Officer, Circle-I, Near Bibi Cancer Hospital, (Opp: Officer's Mess), Malakpet, Hyderabad.	M.Srikant Reddy	8008301401	
2	Office of the Assistant Supply Officer, Circle-II, Purani Haweli, Near A.P. Administrative Tribunal, Hyderabad.	S.Amrutha Reddy	8008301402	
3	Office of the Assistant Supply Officer, Circle-III, (Near Rama Theatre), Bahadurpura X Roads, Hyderabad.	P.Vasantha Laxmi	8008301403	
4	Office of the Assistant Supply Officer, Circle-IV, Manoranjan Complex, Near Exhibition Grounds, Nampally, Hyderabad.	G.Narsing Rao	8008301404	
5	Office of the Assistant Supply Officer, Circle-V, Manoranjan Complex, Exhibition Complex, Nampally, Hyderabad.	M.S.Seshagiri Rao	8008301405	
6	Office of the Assistant Supply Officer, Circle-VI, Achaiahnagar, Beside Prajasakthi Office, Baghlingampally, Hyderabad.	P.Sandhya Rani	8008301406	
7	Office of the Assistant Supply Officer, Circle-VII, Anand Nagar Colony, (Old MRO's Office), Khairathabad, Hyderabad.	M.Raghurami Reddy	8008301407	
8	Office of the Assistant Supply Officer, Circle-VIII, A.P.H.B.Complex, Patney Centre, Secunderabad.	T.Satyanarayana	8008301408	
9	Office of the Assistant Supply Officer, Circle-IX, Opp: St. Francis Girls High School, (Behind Manohar Theatre, Secunderabad)	P.Vijay Kumar	8008301409	

	RANGA REDDY DISTRICT			
10	Office of the Assistant Supply Officer, Balanagar Circle-I, Narsapur X Roads, Balanagar, Ranga Reddy District. Cell No.80083 01521	K.Srinath	8008301521	
11	Office of the Assistant Supply Officer, Uppal, Circle-II, Beside Tahsildar Office, Uppal X Road, Ranga Reddy District. Cell No.80083 01519	J.Ravi	8008301519	
12	Office of the Assistant Supply Officer, Saroornagar, Circle-III, TNGO's Building, Opp:Mahavir Hospital, Masab Tank, Hyderabad. Cell No.80083 01520	G.Mohan Babu	8008301520	
	CHITTOOR DISTRICT			
13	Assistant Supply Officer, Office of the Assistant Supply Officer, Tirupathi, Near RASS Building, MR Relli, Tirupathi.	P.G.Vamsikrishna Reddy (Incharge)	8008301426	
	KRISHNA DISTRICT			
14	Assistant Supply Officer, Office of the Assistant Supply Officer, Circle-I, Tahsildar Office Compound, Gandhinagar, Vijayawada, Krishna District.	P.Komali Padma	8008301466	
15	Assistant Supply Officer, Office of the Assistant Supply Officer, Circle-II, Tahsildar Office Compound, Gandhinagar, Vijayawada, Krishna District.	T.Sivaram Prasad	8008301467	

	KURNOOL DISTRICT			
16	Assistant Supply Officer, Office of the Assistant Supply Officer, Kurnool Circle- C.Camp besides Rythu Bazar, Kurnool.	M.Raja Raghuveer	8008301476	
	VISAKHAPATNAM DISTRICT (URBAN AREA)			
17	Assistant Supply Officer, Office of the Assistant Supply Officer, Circle-I, Near Kancharapalem Rythu Bazar, Visakhapatnam	V.Bhaskar Rao	8008301536	
18	Assistant Supply Officer, Office of the Assistant Supply Officer, Circle-II, Opp:Swarna Bharathi Stadium, New Resavanipalem, GVMC School Compound, Visakhapatnam.	R.Siva Prasad	8008301537	
19	Assistant Supply Officer, Office of the Assistant Supply Officer, Circle-III, Kanithi Road, Visakhapatnam.	P.Bheem Shankar Rao	8008301538	

Sunil Sharma
EX. Officio Secretary to Govt.

//FORWARDED:: BY ORDER//

Section Officer.